

HEADQUARTERS  
UNITED STATES EUROPEAN COMMAND  
UNIT 30400  
APO AE 09131-0400

DIRECTIVE  
Number 30-24

12 February 2004

**PERSONNEL**

HQ USEUCOM Sponsorship Program

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1. **Summary.** This Directive establishes policies and procedures that standardize the Sponsorship Program for incoming military and civilian personnel.
  2. **Applicability:** All Directors and Special Staff personnel assigned to United States European Command.
  3. **Suggested Improvements.** The proponent for this Directive is the Office of the Headquarters Commandant. Suggested improvements should be forwarded to HQ, USEUCOM, ATTN: ECCS-HC, Unit 30400, APO AE 09131-0400.
  4. **References:**
    - a. AR 600-8-8, The Total Army Sponsorship Program
    - b. MCO 1320.11E
  5. **General:** Sponsorship of personnel arriving to this Command is extremely important. This Command is dedicated to having a Command Sponsorship Program that will ensure newly assigned personnel and their families transition to their new duty station as trouble-free as possible. Our goal is to demonstrate concern for their well being and to provide a positive first impression that will influence their morale and duty performance throughout their assignment. All incoming military and civilian personnel will be appointed a sponsor. If personnel arrive unexpectedly, a sponsor will be assigned immediately. Sponsors will be given adequate time away from duties and sufficient administrative support to perform sponsorship activities. Sponsorship should not be limited to incoming personnel; Directors and Special Staff should offer and/or provide out-sponsorship assistance, when requested, to departing service members. This assistance includes, but is not limited to, assistance in clearing transportation obstacles or providing information on items of interest, such as application for use of transient quarters, use of banks, and use of medical and other supporting facilities.

6. **Responsibilities:**

a. ECCS-HC will have overall responsibility for the Sponsorship Program and will provide surveys to newly arrived service members to solicit feedback for effective program evaluation.

b. ECJ1 will notify directorates immediately upon identification of inbound personnel.

c. Directors will:

(1) Appoint a primary and alternate Sponsorship Program Manager to coordinate and monitor sponsorship within their directorate.

(2) Ensure Sponsorship Program Managers assign sponsors for inbound military personnel not later than 90 days prior to arrival and upon notification of selection for civilians.

(3) Submit the names and telephone numbers of the primary and alternate Sponsorship Program Managers to the ECCS-HC.

(4) Ensure Sponsorship Program Managers receive sponsorship leader training from the local Army Community Service (ACS).

(5) Ensure procedures are established to monitor and track sponsorship in the directorate.

(6) Ensure both sponsors and newcomers have adequate time away from assigned duties to perform sponsorship duties and complete in-processing, respectively. Family separation (for example, field exercises, deployments, temporary duty (TDY)) will be kept to a minimum prior to the newcomer obtaining permanent housing, delivery of household goods, and possession of his/her privately owned vehicle (POV), if one was shipped.

(7) Provide Sponsorship Program Managers and sponsors with adequate resources to accomplish sponsorship activities.

(8) Ensure families are integrated into the unit and community through the use of family support groups and other community resources.

d. Sponsorship Program Managers will:

(1) Complete ACS sponsorship training.

(2) Coordinate and monitor the Sponsorship Program within their directorate and provide feedback to HQ Commandant's Office upon request.

(3) Ensure sponsors are appointed in writing and adequately trained to perform the sponsorship tasks with the assistance of the local Army Community Service (ACS) or similar organization.

(4) Ensure sponsors are issued a copy of this memorandum.

(5) Keep their respective Directors informed about Sponsorship Program progress and/or problems related to sponsorship that they could not resolve.

(6) Maintain copies of welcome letters.

(7) Ensure sponsors are given adequate duty time and administrative support to perform their sponsorship duties.

(8) Attempts should be made to assign a sponsor of the same gender, marital status, career field, and equal or higher rank. They must be familiar with the workstation, unit, and community.

e. Sponsors will:

(1) Attend the ACS sponsorship class prior to assuming sponsorship duties.

(2) Consider sponsorship a high priority duty, ensuring all requirements are met to the highest standard.

(3) Communicate promptly (normally within 72 hours of being notified that s/he will be a sponsor) through telephone, mail, e-mail, and/or fax with the incoming personnel and family prior to, during, and after their arrival. Render necessary assistance and get answers to all questions the newcomer may have.

(4) Meet their sponsored personnel and be available to assist newcomers and their families during in processing.

(5) Ensure Director is kept abreast of arrival changes and pertinent updates and keep chain of command informed on any changes, problems, and issues regarding the status of incoming personnel.

(6) Assist newcomers on a decreasing scale based on the newcomer's ability to function independently in the community. The best interest of the sponsor, the newcomer, and the unit is achieved when the sponsor teaches the newcomer to be independent. Sponsors are not responsible for performing such tasks as childcare, grocery shopping, laundry, and other functions not directly related to sponsorship.

(7) Send a welcome letter within seven (7) days of being notified of sponsorship duties. Service-directed automated sponsorship software could assist in this process. The letter should

include information on the unit and community, the sponsor's telephone number and e-mail address, and direct the newcomer to the USEUCOM web page. The address is: <http://www.eucom.mil/index.htm>. Information on the 6<sup>th</sup> Area Support Group and the surrounding area can also be found at: <http://www.stuttgart.army.mil>. In addition, "Welcome Packets" can be obtained from the Stuttgart ACS office (Patch Barracks, Washington Square, Bldg. 2307, DSN 430-7176, Monday through Friday, 0800 – 1700) that contains information on the 6<sup>th</sup> Area Support Group and the Stuttgart area. Sponsors should answer correspondence promptly. Research may be necessary to obtain answers to the newcomer's questions.

(8) Personally greet the newcomer and family upon arrival.

(9) Arrange for transportation from the arrival point in the local area to U.S. installations and initial arrival at off-base hotels (if being used for temporary lodging), and during initial in-processing. Use of non-tactical government vehicles, subject to availability, is permissible for picking up personnel arriving at the airport.

(10) Arrange temporary accommodations for arriving personnel and their families, as needed, at least 30 days prior to their arrival at the Swabian Inn. If accommodations are not available at any of the government lodges or pets are accompanying the newcomer and not being kenneled, the sponsor should make arrangements for an off-base guesthouse or hotel after obtaining a non-availability statement from the Swabian Inn.

(11) Request a copy of the incoming service member's orders. A copy of these orders should be provided to Headquarters Commandant's Office, Family Housing, Army Community Service, Community Mail Room, and to any other official agencies as required.

(12) Arrange for first meal at the new duty station.

(13) Escort the newcomer, regardless of service, to the Community Processing Facility (CPF). Ensure personnel report to the HQ Commandant office, Bldg 2316, not later than the second working day after arrival and accompany newcomers to locations on the in-processing checklist.

(14) Acquaint the newcomer and family with facilities (for example, schools, hospital, clinic, childcare facilities, commissary, post exchange, ACS, banking facilities, thrift shop, vehicle-registration office, drivers-testing station, or employment office). The sponsor should also inform the newcomer of any off-limits establishments.

(15) Acquaint the newcomer with available modes of transportation (for example, shuttle bus, public transportation, etc.).

(16) Brief the newcomer on the unit and the unit's mission.

(17) Assist the newcomer in finding adequate housing through coordination with the local housing office.

(18) Assist the newcomer in registering a POV, obtaining driver's license, and local auto insurance, if necessary.

7. Good sponsorship ensures newcomers arrive feeling like a part of the EUCOM team and leaves a positive first impression, which is a great way to start a new assignment.

FOR THE COMMANDER:

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